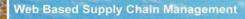
September 2014 FNS WBSCM Newsletter











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Reminder:

To ensure you receive the latest news and updates, register to receive free E-mail notifications when the WBSCM Homepage has been updated at http://www.fns.usda.gov/fdd/fns-wbscm-information and click

WBSCM News & Updates

WBSCM Release 3.1

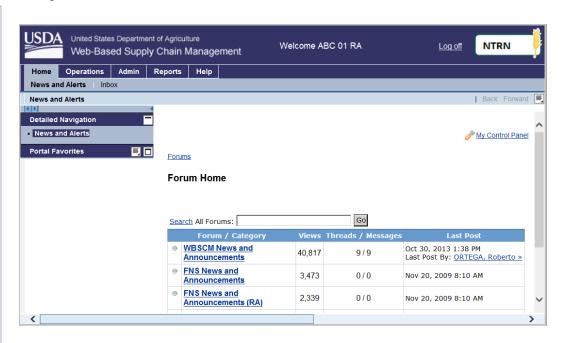
WBSCM Release 3.1 was deployed on September 18th, 2014. In this release, the following key fixes were applied.

- Incorrect Ship-to addresses will no longer display in the order entry screen for order line items when the line item button "View Ship-to Party Address" is clicked.
- In the List of Materials Report, the "Plant_Materials View" has been removed leaving only the "Standard View" in place which is the correct view users should use to display their report output.
- Job aids for Reports are now available under the Help > Job Aids > Reports (JA) link (previously this link was unavailable).

Current release notes for WBSCM Release 3.1 can be found in the WBSCM News and Announcements forum section which is located under the Home tab.

WBSCM Training Site

A new WBSCM Training site (NTRN) has been created to allow SDAs, RAs, Co-ops, Ship-to, and National Warehouse users to access to conduct training sessions for their own internal purposes. The Training site uses a snapshot copy of data from the live WBSCM Production site from 11/1/13 which allows the trainer and trainees to utilize actual data from WBSCM if needed (e.g., for training on report usage). Whenever the WBSCM Production site is upgraded to a new maintenance release, the configuration code in the Training site is also upgraded so that the Production and Training environments are always in sync. Data within the training site will, however, remain at the 11/1/13 baseline.



For any training questions or to schedule access to the WBSCM Training site, please contact the WBSCM Help Desk. The WBSCM Help Desk will forward your request to the FNS Help Desk who will assist you with your training needs and provide any necessary training site User IDs/passwords and technical support.

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WBSCM Toolbox Spotlight

Complaint Creation

A common issue reported from Complaint Specialists creating complaints in WBSCM is why they cannot find their order(s) in WBSCM using the Complaint/Order Search tool.

In order to create a complaint in WBSCM, first ensure the following:

- The "Complaint Specialist" role is assigned to your user account
- Sales Order must have been delivered
- Sales Order must have been receipted in WBSCM
- Sales Order must be in "Order Received" status

When searching for an order using the Complaint/Order search tool, it is important to note that if an order was created more than 12 months from the current date, you will need to change the Creation Date search parameter to use "In Period" which will then allow you to specify a Creation From date that is beyond 12 months. By doing this, the search will be able to locate the order as long as the order was created within the From and To date range entered.

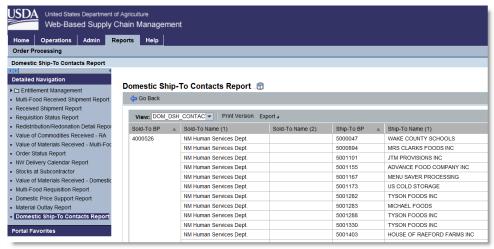


Ship-To Inbox:

A mailbox has been established to receive requests to have SHIP-TO locations assigned to Domestic Business Partners and to establish new Ship-To locations within WBSCM. Please email FNS-7s to: WBSCM-Ship -To@fns.usda.gov

Domestic Ship-To Contacts Report

SDA, Co-ops, and RAs can run the Domestic Ship-To Contacts Report to see all ship-to locations assigned to their organization in WBSCM. This report contains the Business Partner ID, address, phone, email, and fax number for each ship-to location provided that the data is in the system. Users of this report can export the data to Excel.



Useful Links

FNS Food Distribution (WBSCM Info): http://www.fns.usda.gov/fdd/fns-wbscm-information

WBSCM: http://www.usda.gov/wbscm

Upcoming Events

The National CSFP Association Annual Conference

October 26-28, 2014

Communicate with FNS – questions, concerns, issues

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Robin Jepson – FNS WBSCM Change Management & Process Improvement

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Martha Shramek – FNS WBSCM Report & Information Access Lead

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- martha.shramek@fns.usda.gov

WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

Call-in phone number is: 877-WBSCM-4U or 877-927-2648

Email inquiries:

WBSCMhelp@ams.usda.gov

Web form link on WBSCM Portal: https://srai.service-now.com. From this link users can access a form and submit it to the WBSCM Service Desk as well as monitor the status of their help ticket. This is a separate application from WBSCM and will require an additional login and password. Users will enter the WBSCM email address as the logon and a password can be created. Using this site is optional.

Hours of Operation: 8:00 AM to 6:00 PM ET

Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to:

jimmy.quach@fns.usda.gov